



Junos Space

Service Now — Service Central

Release

1.3



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CHAPTER 1

Service Central Overview

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Service Central Overview

In Service Now, incidents are problem events that are detected in a device and sent to the Service Now application. When an event occurs on a device, AI-Scripts installed on that device create files called Juniper Message Bundles (JMBs) that contain comprehensive information about the device identity, the problem event, and diagnostics. The JMB file is then transferred securely from the device to Service Now. Service Now looks for new incidents and displays the incidents on the **Manage Incidents** page.

After reviewing an incident, you can use the Incidents task to submit an incident case to the Juniper Support Systems (JSS) to create a Juniper Technical Assistance Center (JTAC) case. You can also notify users of the incident, assign a user as an owner of the incident, and delete the incident from the platform.

In addition to reporting incidents, AI-Scripts also send device information regularly to Service Now in the form of Information Juniper Message Bundles (iJMBs). The iJMBs are then processed and displayed on the **Manage Device Snapshots** page. You can upload these iJMBs to JSS, where they are processed and analyzed to provide preventive analysis and alerts. Using Service Now, the content of these iJMBs can be viewed and can be exported in HTML format.

In Service Now, JMB errors are JMBs that do not comply with the standard data structure that is expected by Service Now or contain unexpected data elements. Service Now identifies these JMBs and displays them on the **Manage JMB Errors** page where they can be viewed and downloaded.

You can use a notification policy to specify the events for which you want to receive a notification. The options are New Incident Detected, Case Submitted, Case Status Updated, and Intelligence Update Received. Notification policies also define other characteristics (filters) that allow you to fine tune the conditions under which you receive a notification. You can even define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

Some tasks under the Service Central workspace, such as, assigning messages to a connected member and updating an end customer case, are enabled only when the

Service Now end customer mode is activated. For more information on the Service Now modes, see Service Now Modes .

The **Service Central** page graphically displays information about the severities and priorities of incidents and the incidents created by you.

Using Service Central you can perform the following tasks:

- Assign an owner, flag to users, update status of, and delete incidents.
- View and delete iJMBs, and export device data into HTML format.
- Assign message to end customer (enabled if you are a Service Now partner).
- Update end customer case (enabled if you are a Service Now partner).
- View, download, and delete JMBs with errors.
- Assign an owner, flag to users, and delete an information message.
- Create, edit, and delete a notification policy.

**Related
Documentation**

- Incidents Overview on page 3
- Device Snapshots Overview on page 16
- Messages Overview on page 13
- JMB Errors on page 21
- Notification Policies Overview on page 23

CHAPTER 2

Incidents

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- Assigning an Incident Owner on page 4
- Flagging an Incident to a User on page 5
- Checking Incident Status Updates on page 5
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- Viewing a Case in the Case Manager on page 9
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Incidents Overview

In Service Now, Incidents are problem events that are detected on a device. When an incident, such as a process crash, an ASIC error, or a fan failure, occurs on an AI-Scripts enabled device, the AI-Script builds a JMB file with the incident data and forwards it to the Junos Space server. AI-Scripts create files called Juniper Message Bundles (JMBs). A JMB file is an XML file that contains diagnostic information about the device and other information specific to the condition that triggered the event message. The incident contains information such as hostname, time stamp of the incident, synopsis, description, chassis serial number of the device, and the severity and priority of the incident. These JMB files are securely transferred from the device to the Service Now application. Once a JMB is generated, the device automatically initiates a file transfer to Service Now and the incident is displayed on the **Manage Incidents** page. Service Now uses Device Management Interface (DMI), which is an extension to the NETCONF network management protocol, to receive JMBs from devices. The **Manage Incidents** page provides a user interface to view incidents chronologically, by organization name, and by device group. The thumbnail view of this page helps you differentiate incidents with various icons. These icons indicate incident priority levels and also whether the incidents are submitted to JSS. See Service Now Icons. See Service Now Icons.

From the Incidents workspace you can navigate to the **View Tech Support Cases** and **View End Customer Cases** pages. The **View Tech Support Cases** page displays the

technical support cases that you open with JSS. These cases can be opened only after you create an organization and the organizations' site ID is validated. Site IDs denote the customer identity used in the Juniper Technical Assistance Center (JTAC) Clarify trouble ticketing system.

To stay updated of the events that occur in Service Now, you can create notification policies that instantly notify you of an event in the form of emails or snmp traps.

You can display incidents either as thumbnails or arranged in a table. If you choose to display incidents in a table, the **Manage Incidents** page lists them by incident ID, organization, device group, defect type, platform type, time of occurrence, owner, submission status, and incidents that are flagged to you. You can select which parameters to display and sort them in the ascending or descending order.

You can perform the following tasks from the **Manage Incidents** page:

- Submit an incident to create a JTAC case
- Flag the incident to another user
- Assign the incident to another user
- Delete an incident
- View the details of a Juniper Message Bundle (JMB)
- View a case in the Juniper Networks Case Manager
- Remove a flag from the incident
- Add an e-mail address to the mailing list of an incident
- View tech support cases

Related Documentation

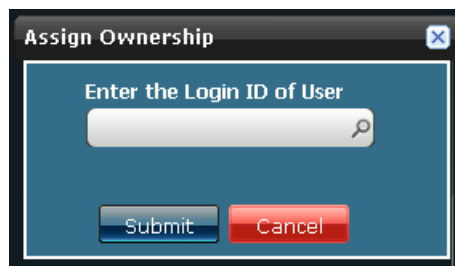
- Assigning an Incident Owner on page 4
- Flagging an Incident to a User on page 5
- Deleting an Incident on page 7

Assigning an Incident Owner

You can assign an incident to a Junos Space user. The user to whom the incident is assigned is now the owner of the incident. The owner is responsible for keeping track of the progress of a case or updates from JSS.

To assign an incident to a Service Now user:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the incident for which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The **Assign Ownership** dialog box is displayed.



4. Enter the login ID of the user to whom you want to assign the incident. Click on the search icon to display the list of available users.
5. Click **Submit**. The incident is assigned to the specified user. See “Viewing Device Snapshot Details” on page 18

- Related Documentation**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Flagging an Incident to a User

You can flag an incident to a user who might be affected by the incident or needs to be aware of updates to it. When changes are made to this incident, the user receives an e-mail. If an incident is flagged to you, the Flag column of that incident in the Incidents table displays **Yes**. If not, it displays **No**.

To flag an incident to a user:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The **Flag to Users** dialog box displays the names of Service Now users.
4. Select the user or users to whom you want to flag the incident.
5. Click **Submit**. The incident is flagged to the selected users.

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- Incidents Overview on page 3
 - Assigning an Incident Owner on page 4

Checking Incident Status Updates

In Service Now, incidents are problem events that are detected in a device. Information about these incidents is sent to the Service Now application. Service Now routinely checks for new incidents. The Service Now **Manage Incidents** page provides a user interface to view incidents chronologically by organization name and device group.

You can use the **Manage Incidents** page to submit an incident so that a Juniper Technical Assistance Center (JTAC) case is created. The submission status of the incident is displayed in the Status column in the **Manage Incidents** page. After you submit the incidents, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears. Further updates to the incident, changes the incident's status to **Updated**.

Service Now provides three ways to check incident status.

- Using Junos Space logs. The Junos Space log of an incident displays a list of the status changes.
- Using notification policies. You can create a notification policy to notify users whenever the status of an incident is updated. For more information about creating notification policies, see “Creating and Editing a Notification Policy” on page 24.
- Using the Service Central page. The My Incidents graph, on the Service Central page displays the number of incidents whose status has changed since you last logged in. It also displays other information such as the number of incidents that were flagged to you, the number of incidents that you own, and the number of new incidents that were added since your last log in. To view the Service Central page, select **Service Central** from the Service Now task ribbon.

**Related
Documentation**

- Incidents Overview on page 3
- Assigning an Incident Owner on page 4

Exporting Incident Data

You can export incident data into HTML and Excel file formats and save it on your local file system.

Exporting Incident Data into HTML

To export incident data into HTML format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the device whose incident details you want to export.
3. Click **Export JMB to HTML** from the Actions panel. The **Export JMB to HTML** dialog box displays links to the original and filtered JMBs as shown in Figure 1 on page 7.

Figure 1: Export JMB to HTML Dialog Box



4. Click a link to save the JMB file as HTML.

Exporting Incident Data into Excel

To export JMB data into Excel file format:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the incident whose details you want to export. To select more than one incident, use the **Multiple** tab.
3. Click **Export Incident Summary to Excel** from the Actions panel. The **Export Incident Summary to Excel** dialog box displays a link to the Excel file.
4. Click the link to save the incidents in Excel format

Related Documentation

- Incidents Overview on page 3
- Assigning an Incident Owner on page 4
- Flagging an Incident to a User on page 5

Deleting an Incident

After reviewing the incident information, you can use the **Manage Incidents** page to delete incidents from Service Now. This action deletes the incident both from the Service Now database and from the Incidents table.

To delete an incident:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident that you want to delete.
To select more than one incident, use the **Multiple** tab.
3. Click **Delete**. The selected incidents are removed from the Incidents table and the Service Now database.

Related Documentation

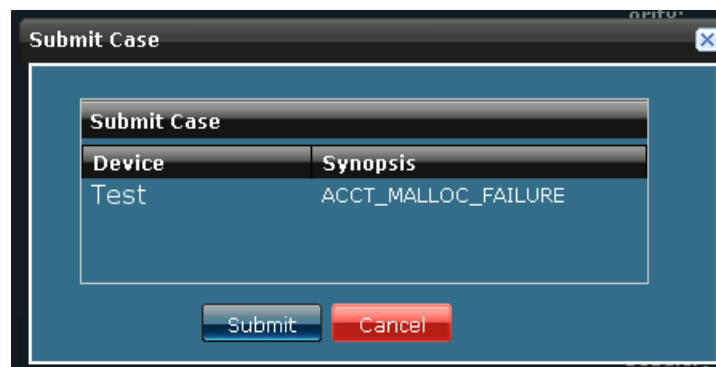
- Incidents Overview on page 3
- Flagging an Incident to a User on page 5

Submitting an Incident to Juniper Support Systems

After reviewing the incident information, you can use the **Manage Incidents** page to submit an incident to create a Juniper Technical Assistance Center (JTAC) case. You can submit multiple cases to JSS simultaneously. The submission status of the incident is displayed in the Status column in the **Manage Incidents** page. After you submit the incident, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears.

To submit an incident:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the incident for which you want to create a case. To select multiple incidents, use the **Multiple** tab
3. Click **Submit Case** from the Actions panel. The **Submit Case** dialog box displays the device name, and incident synopsis. The Submit Case action is disabled when you select an incident that is already submitted.



4. Click **Submit** to submit the case to create a JTAC.

The **Manage Incidents** page displays the submission status in the Status column. Thereafter, the status is **Submitted**. When the case is created by JSS, the status changes to **Created** and the Case ID appears.

- Related Documentation**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Viewing Incident Details

When incidents are received, only selected information is displayed on the **Manage Incidents** page. Service Now allows you to view the entire content of the incident.

To view incident details:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the incident whose details you want to view.
3. Click **View JMB** from the Actions panel. The **View JMB** dialog box displays links to the original and filtered JMB details.
4. Click a link. This new window displays the details of the selected incident.

- Related Documentation**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Viewing a Case in the Case Manager

You can view the details of a submitted case in the Juniper Networks Case Manager. To view case details in the Case Manager, you must first have a user Id and password for the Juniper Networks Customer Support Center (CSC). You can request the user Id and password at <http://www.juniper.net/customers/support/> or by contacting Juniper Networks Customer Care.

To view a case in the Case Manager:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The **Manage Incidents** page is displayed.
2. Select the incident whose details you want to view in the Case Manager.
3. Click **View Case in Case Manager** from the **Actions** panel. If the **View Case in Case Manager** link is not enabled, ensure that the case has been created. The Juniper Networks Login page is displayed.
4. Enter your user name and password and click **Login**. The JSS Case Manager displays the case details.



NOTE: You can also view the details of the submitted cases in the Case Manager from the **View Tech Support Cases** page. To view case details, go to **Service Central > Incidents > View Tech Support Cases** and follow steps 2 to 4 from the above procedure.

- Related Documentation**
- Incidents Overview on page 3
 - Flagging an Incident to a User on page 5

Modifying Submit Case Options

For any incident in Service Now, you can modify the submit case settings, such as the case priority and the e-mail list associated with the case. You can also add your comments to the synopsis and the description of an incident before you submit it to JSS.

To modify submit case options:

1. From the Service Now task ribbon, select **Service Central > Incidents**. The Incidents table is displayed.
2. Select the incident whose submit case options you want to modify.
3. Click **Modify Submit Case Options** from the Actions panel. The **Modify Submit Case Options** dialog box is displayed.

Modify Submit Case Options

Add CC to Case:

Add Email **Delete**

☐ **Email List**

☐ **Enter Email Id**

Priority:

High

Synopsis:

RPD_ISIS_OVERLOAD

Add Comments to Synopsis:

Problem Description:

RPD_ISIS_OVERLOAD: No additional memory is available for storing IS-IS link-state information. Either system resources are exhausted or a software error occurred (such as a memory leak in the routing protocol process [rpd]).

Add Comments to Description:

Save **Save And Submit** **Cancel**

4. To enter an email id click the **Enter Email Id** field. The email ID should be in the format user@example.com. To add multiple email IDs, and delete, use the **Add Email** and **Delete** buttons respectively.
5. To modify the priority of the case, click the **Priority** drop-down arrow and select one of the options. The available options are: Critical, High, Medium, and Low. The default priority is medium.

6. To add your comments to the problem description and synopsis of the case, enter your comments in the **Add Comments to Synopsis** and **Add Comments to Description** fields. The maximum limit for the comments is 1,028 characters.
7. To save your settings in the Service Now database, click **Save**. Your settings are saved and the **Manage Incidents** page is displayed.
8. To save your settings in the Service Now database and submit the selected incident to JSS, click **Save and Submit**. The incident is submitted to JSS and your settings are saved in the Service Now database. You are taken to the **Manage Incidents** page.

Related Documentation

- Incidents Overview on page 3
- Submitting an Incident to Juniper Support Systems on page 8

Updating an End Customer Case

As a Service Now partner, you can create a case for the incident you receive from an end customers' device and also update the case.



NOTE: This action is disabled when Service Now operates in the end customer, standard, and demo mode. This action is also disabled when a case is closed.

To update an end customer case:

1. From the Service Now task ribbon select, **Service Central > Incidents**. The **Manage Incidents** page displays the list of incidents.
2. Select the end customer incident for which you want to create a case.
3. Right click your selection and select **End Customer Case**. The **End Customer Case** dialog box is displayed.

The screenshot shows a dialog box titled "End Customer Cases" with a close button in the top right corner. The dialog contains the following fields and controls:

- Case ID:** 124
- Case Link:** test
- Case Status:** Updated (with a dropdown arrow)
- Synopsis:** CHASSISD_FASIC_PIO_READ_ERROR
- Problem Description:** The indicated routine failed with a read error at the indicated address and register for the indicated F chip and link on the indicated Control Board (CB): Fchip (CB test CB slot 01 ID fchip 01): read error in
- Navigation arrows (up, down, and a small square icon) to the right of the Problem Description text.
- Submit** and **Cancel** buttons at the bottom.

You can also select **End Customer Case** from the **Actions** panel. This **End Customer Case** action is enabled only if you select an end customer incident.

4. Modify the case details.
5. Click **Submit**. The case is updated and sent to the Service Now end customer.

**Related
Documentation**

- [Service Now Overview](#)
- [Adding a Connected Member](#)

CHAPTER 3

Information

- Messages Overview on page 13
- Assigning Ownership on page 14
- Flagging a Message to Users on page 14
- Deleting a Message on page 15
- Scanning a Message for Impact on page 15
- Assigning a Message to a Connected Member on page 15
- Device Snapshots Overview on page 16
- Exporting Device Data into HTML on page 17
- Deleting Device Snapshots on page 18
- Viewing Device Snapshot Details on page 18

Messages Overview

Service Now polls JSS regularly to receive information messages for every configured organization. These information messages are displayed on the Service Now **Manage Messages** page. Using Service Now, every information message can be assigned an owner and flagged to users. This ensures that users are kept informed of changes made to information messages.

You perform the following tasks using the Information Messages tab:

- Assigning an information message owner
- Flagging an information message to users
- Deleting information messages
- Scanning for affected devices

Related Documentation

- Device Snapshots Overview on page 16
- Assigning Ownership on page 14
- Flagging a Message to Users on page 14
- Scanning a Message for Impact on page 15
- Deleting a Message on page 15

Assigning Ownership

You can assign every information message to a Junos Space user who needs to be notified.

To assign an owner (Junos Space user) to an information message:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The **Manage Messages** page is displayed.
2. Select the information message to which you want to assign an owner.
3. Click **Assign Ownership** from the Actions panel. The **Assign Ownership** dialog box is displayed.
4. Enter the Login ID of the Junos Space user.
5. Click **Submit**. The specified user is assigned ownership of the selected information message.

- Related Documentation**
- Device Snapshots Overview on page 16
 - Flagging a Message to Users on page 14

Flagging a Message to Users

You can flag an information message to a Junos Space user who you think needs to keep track of the information message or who needs to be notified when it is changed.

To flag an information message to a user:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The Messages page is displayed.
2. Select the information message that you want to flag to a user.
3. Click **Flag to Users** from the Actions panel. The **Flag to Users** dialog box lists the available users.
4. Select one or more users who must be notified of the selected information message.
5. Click **Submit**. The specified users are notified of the selected information message. The selected information message are flagged to them, and the **Flag** column of that information message displays **Yes**.

- Related Documentation**
- Device Snapshots Overview on page 16
 - Messages Overview on page 13

Deleting a Message

Information messages that are collected by Service Now and displayed on the **Manage Messages** page can be deleted from the Service Now database.

To delete an information message:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The **Manage Messages** page is displayed.
2. Select the information message that you want to delete. To delete more than one information message, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The selected information messages are deleted from the Service Now database and they no longer appear on the **Manage Messages** page.

- Related Documentation**
- Device Snapshots Overview on page 16
 - Messages Overview on page 13

Scanning a Message for Impact

Service Now allows you to view the devices impacted by the vulnerabilities described in the inform message.

To scan iJMBs and view the impacted devices:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The **Manage Messages** page is displayed.
2. Select the message that you want to scan for impact.
3. Click **Scan for Impact** from the Actions panel. The **Scan for Impact Results** page displays the list of devices that are impacted by the selected message. If no devices are impacted by the selected message, the following message is displayed:
No impacted devices found.

- Related Documentation**
- Messages Overview on page 13
 - Viewing Device Snapshot Details on page 18

Assigning a Message to a Connected Member

Service Now polls JSS regularly to receive messages for every configured organization. As a Service Now partner, you can assign multiple messages to a connected member. This action is available only when Service Now operates in the partner proxy mode. For more information about the standard, partner, and end customer modes, see Service Now Modes .

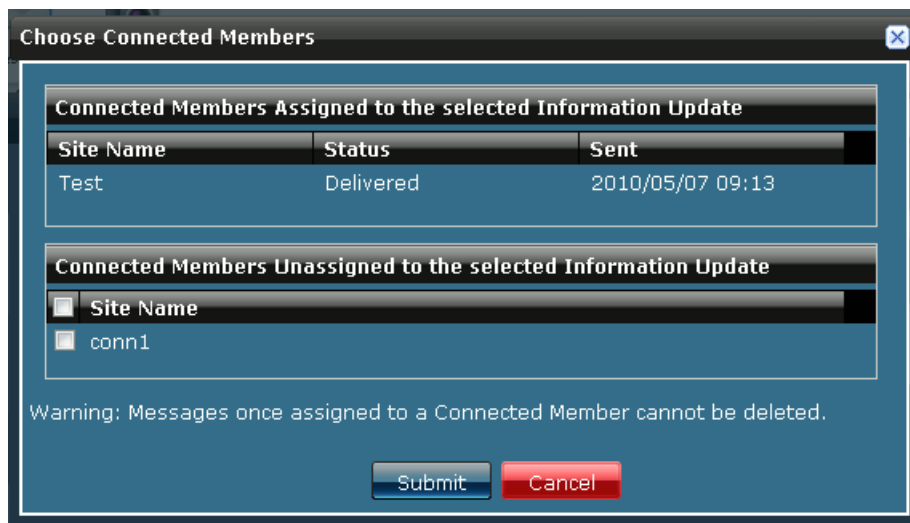


NOTE: Once a message is assigned to a Connected Member it cannot be deleted.

To assign a message to a connected member:

1. From the Service Now task ribbon, select **Service Central > Information > Messages**. The **Manage Messages** page displays the list of information messages received.
2. Select the message that you want to assign to a connected member.
3. Right click your selection or use the **Actions** panel and select **Assign Message to End Customer**. As shown below, the **Choose Connected Members** dialog box displays the list of connected members and also the connected members to whom the message is already assigned along with the status.

Figure 2: Choose Connected Members Dialog Box



4. Select the connected member to whom this message can be assigned.
5. Click **Submit**. The selected message is assigned to the connected member. To verify this action you can navigate to the **Manage Organizations** page, and list the messages assigned to any connected member. See Viewing Messages Assigned to a Connected Member.

Related Documentation

- Adding a Connected Member

Device Snapshots Overview

Service Now periodically collects and displays Information Juniper Message Bundles (iJMBs) that contain information about devices. These iJMBs are processed and displayed on the **Manage Device Snapshot** page in the Service Now application. You can upload these iJMBs to JSS, where they are added to the Customer Intelligence Database (CIDB) database, and then processed and analyzed to provide preventive measures.

You can also filter the configuration content from an iJMB before sending it to JSS, with the help of Service Now global settings, and then track the status of the iJMB submission to JSS.

Devices that have stopped sending information (device snapshots) to Service Now for more than two weeks are also detected and graphically displayed on the Administration page. To list these devices you can click on the **Devices Not Sending Snapshots** bar of the **Devices Not Sending Device Snapshots** graph. These devices are displayed on the **Service Now Devices** page where you can view their details and export them to the HTML format. The thumbnail view of the **Manage Device Snapshots** page uses different icons to help you identify snapshots that have been successfully uploaded to JSS and the device snapshots whose submission to JSS failed. For a description of these icons, see [Service Now Icons](#).

You perform the following tasks using the Information Device Snapshots tab:

- Exporting Device Data into HTML
- Deleting an iJMB
- Viewing iJMB Details

Related Documentation

- Exporting Device Data into HTML on page 17
- Viewing Device Snapshot Details on page 18
- Messages Overview on page 13

Exporting Device Data into HTML

Device data collected by Service Now and displayed on the **Manage Device Snapshots** page can be exported in HTML format.

To export device data in HTML format:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshots**. The **Manage Device Snapshots** page displays the device snapshots received.
2. Select the organization whose data you want to export.
3. Click **Export to HTML** from the **Actions** panel. The **Export JMB to HTML** dialog box displays links to the original and filtered versions of the JMB.
4. Click a link to save the iJMB as HTML.

Related Documentation

- Messages Overview on page 13
- Viewing Device Snapshot Details on page 18

Deleting Device Snapshots

Device data that is collected by Service Now and displayed on the **Manage Device Snapshots** page can be deleted from the Service Now database.

To delete an iJMB:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshots**. The **Manage Device Snapshots** page is displayed.
2. Select the organization whose device information you want to delete. If you want to delete data from more than one organization, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. Click **Delete** again to confirm deletion. The iJMBs from the selected organizations are deleted from the Service Now database and they no longer appear on the **Manage Device Snapshots** page.

- Related Documentation**
- Messages Overview on page 13
 - Viewing Device Snapshot Details on page 18

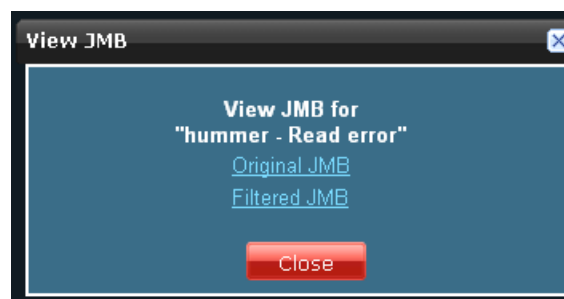
Viewing Device Snapshot Details

When iJMBs are received by Service Now, only selected information is displayed on the **Manage Device Snapshots** page. The entire content of the iJMB can be viewed using the View JMB action in Service Now.

To view the details of an iJMB:

1. From the Service Now task ribbon, select **Service Central > Information > Device Snapshots**. The **Manage Device Snapshots** page is displayed.
2. Select the organization whose iJMB contents you want to view.
3. Click **View JMB** from the **Actions** panel. The **View JMB** dialog box displays links to the original and the filtered iJMBs as shown in Figure 3 on page 18. The information in the filtered JMB is classified by the settings on your **Global Settings** page.

Figure 3: View JMB Dialog Box



4. Click a link. A new window displays the iJMB details.

Related • Messages Overview on page 13
Documentation

CHAPTER 4

JMB Errors

- JMB Errors on page 21

JMB Errors

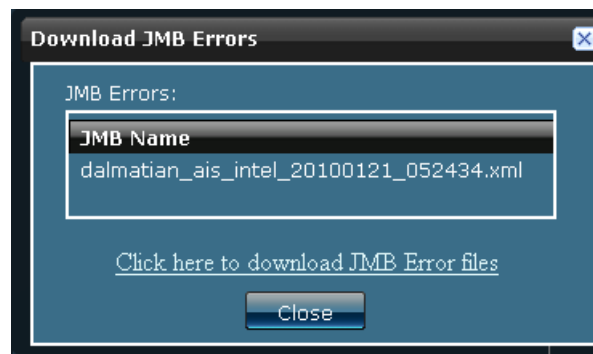
Service Now identifies the JMBs with errors and displays them on the **Manage JMB Errors** page for monitoring purposes. You can download up to five JMB files at a time and also delete them from the Service Now database. JMBs with errors are JMBs that do not comply with the standard data structure that is expected by Service Now or contain unexpected data elements. We recommend that you open a case with JSS for unique error JMBs.

- Downloading JMB Errors on page 21
- Deleting JMB Errors on page 22

Downloading JMB Errors

To download the JMB errors in a zipped file:

1. From the Service Now task ribbon, select **Service Central > Incidents > JMB Errors**. The **Manage JMB Errors** page is displayed as follows.



2. Select the JMB whose details you want to download. You can download up to five JMB files at a time.

To select multiple JMBs, use the **Multiple** tab.

3. Click **Download JMB Errors** from the Actions panel. The **Download JMB Errors** dialog box is displayed.
4. Click the **Click here to download JMB Error files** link to save the selected JMB in a zipped file.

Deleting JMB Errors

To delete an error JMB:

1. From the Service Now task ribbon, select **Service Central > Incidents > JMB Errors**. The **Manage JMB Errors** page is displayed.
2. Select the JMB that you want to delete. To select multiple JMBs, use the **Multiple** tab.
3. Click **Delete** from the Actions panel. The **Delete Error JMB** dialog box asks you for a confirmation.
4. Click **Delete**. The selected error JMBs are deleted from the Service Now database and they no longer appear on the **Manage JMB Errors** page.

- Related Documentation**
- Service Central Overview on page 1
 - Messages Overview on page 13

CHAPTER 5

Notifications

- Notification Policies Overview on page 23
- Creating and Editing a Notification Policy on page 24
- Enabling or Disabling a Notification Policy on page 28
- Deleting a Notification Policy on page 29

Notification Policies Overview

In Service Now, a notification policy specifies the events that you want Service Now to send a notification and also the actions you want taken. Service Now sends you a notification when a specific event occurs. Notification policies define the parameters for these notifications.

You can specify the following parameters when you create a notification policy

- Trigger—Specify the event that causes Service Now to send the notification.
- Filters—Further specify the events that cause Service Now to send a notification.
- Actions—Specify the action (or actions) that must be taken after the specified event is triggered. These events can be filtered by priority, device name, serial number, and so on. Different filters are supported for incident and information trigger types.

Service Now provides an interface where you can manage these notification policies. The **Manage Notifications** page displays the notification policies chronologically by name, owner, status, and trigger. For more information about the Manage Notifications table columns, see Table 1 on page 23.

Table 1: Notification Policies Table Column Descriptions

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Name	Name of the policy, which must be unique among all policies owned by the same user.	Hyperlink requires Notification Policy privilege	64 characters	N/A
Owner	Name of the user who owns the notification policy.	N/A	N/A	N/A

Table 1: Notification Policies Table Column Descriptions (*continued*)

Element Name	Description	Privilege Required to Modify	Range/Length	Default
Status	Whether the notification policy is running.	N/A	Enabled or Disabled	N/A
Trigger Type	Type of the trigger for which the notification policy is applied.	N/A	<ul style="list-style-type: none"> • New Incident Detected • Incident Submitted • Case ID Assigned • Case Status Updated • New Intelligence Update 	N/A

- Related Documentation**
- Creating and Editing a Notification Policy on page 24
 - Enabling or Disabling a Notification Policy on page 28
 - Deleting a Notification Policy on page 29

Creating and Editing a Notification Policy

Notification policies specify when you want Service Now to send notifications, and also who the notifications are sent to. You can define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To create a notification policy:

1. From the Service Now task ribbon, select **Service Central** > **Notifications** > **Create Notifications**. The **Service Central: Create Notifications** page is displayed.

2. Enter a notification policy name and select a trigger.
3. Enter the filter parameters. Different filters are supported for incident and information trigger types.
4. Enter the email IDs of users to whom the notification must be sent.

For more information about the fields in the **Create Notification Policy** dialog box, see Table 2 on page 26.

5. Click **Add**. The notification policy is created and displayed on the **Manage Notifications** page.

Copying a notification policy

You can also copy an existing notification policy and modify its attributes to create another notification policy.

To copy a notification policy:



NOTE: While copying a notification policy, you can not edit the **Trigger** field.

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage Notifications** page is displayed.
2. Select the notification policy that you want to copy.
3. Click **Copy** from the Actions panel. The **Service Central: Notifications** page is displayed.
4. Make your modifications.
5. Click **Make a Copy**. A notification policy is created with the settings that you specified.

Editing a notification policy

To modify a notification policy:

1. From the Service Now task ribbon, select **Service Central > Notifications > Create Notifications**. The **Create Notifications** page is displayed.
2. Select the notification policy that you want to edit and click **Edit filters and Actions**. The **Create Notifications** page is displayed.
3. Edit the desired fields. See Table 2 on page 26, and for more information see Table 3 on page 28.

Table 2: Create Notification Policy Page Field Descriptions

Field	Description	Range/Length	Default
Name	Name of the policy which must be unique to the policies owned by a user.	64 characters	N/A
Trigger Type	Type of trigger required to activate this policy. The fields in the filter table dynamically change according to the selected trigger type.	<ul style="list-style-type: none"> • New Incident Detected • Incident Submitted • Case ID Assigned • Case Status Updated • New Intelligence Update 	N/A

Apply Filters:

Common Filter Parameters:

Table 2: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Default
Priority	Select a value in the Priority field. Service Now sends a notification if the priority of the incident matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Device Name	Enter a value in the Device Name field. Service Now sends a notification if the name of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends a notification if the serial number of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now sends a notification if the specified words match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Does not have	Enter a value in the Doesn't have field. Service Now sends a notification if the specified words do not match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Information Trigger Type Notification Policy Filter Parameters:			
Intelligence Update Type	Enter a value in the Intelligence Update Type field. Service Now sends a notification if the type of information message update matches the entered value.	255 characters	Blank
Products Affected	Enter a value in the Products Affected field. Service Now sends a notification if the Products Affected field value in alert information messages matches the entered value	255 characters	Blank
Platform Type	Enter a value in the Platform Type field. Service Now sends a notification if the Platforms Affected field in alert information messages or the platform type field in information messages match the entered value	255 characters	Blank
Keywords	Enter a value in the Keywords field. Service Now sends a notification if the Keyword in information messages matches the entered value	255 characters	Blank
Serial Number	Enter a value in the Serial Number field. Service Now sends a notification if the serial number of the device the incident occurred on matches the entered value. Regular expressions can also be used in this field.	255 characters	Blank
Software Version	Enter a value in the Software Version field. Service Now sends a notification if the software version in the information messages matches the entered value	255 characters	Blank
Devices Impacted	Enter a value in the Devices Impacted field. Service Now sends a notification if the devices impacted in the information messages matches the entered value	255 characters	Blank
Has the words	Enter a value in the Has the words field. Service Now sends a notification if the specified words match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank

Table 2: Create Notification Policy Page Field Descriptions (*continued*)

Field	Description	Range/Length	Default
Does not have	Enter a value in the Doesn't have field. Service Now sends a notification if the specified words do not match any of the fields in the incident or the information message. Regular expressions can also be used in this field.	255 characters	Blank
Actions:			
Send Email to	Displays the list of e-mail addresses that receive a message if the policy is triggered and passes the specified filter. To add a new e-mail address to the list, click Add Email . Click the Enter Email Id field to enter the e-mail address. The e-mail address should be in the format user@example.com. To delete an e-mail address from the list, select the e-mail address and click Delete	65535 characters	Blank
Send Traps to	An SNMP trap is sent to the destinations that are selected if an event occurs and passes the specified filter. See Adding an SNMP Server	N/A	N/A

Table 3: Notification Policy Table Command Button Descriptions

Element Name	Description	Privilege Required	Results
Edit filters and actions	Opens the Create Notification page, where you can edit the filters and actions of the selected notification policy.	Notifications	Opens the Create Notification page
Copy	Opens the Create Notification page, where you can create a copy of the selected notification policy.	Notifications	Opens the Create Notification page
Delete	Deletes the selected notification policy	Notifications	Removes the selected policies from the table
Change Status	Opens the Change Notification Policy Status dialog box, where you can change the status of a notification policy from Enabled to Disabled or vice versa.	Notifications	Status of selected policies is changed from Enabled to Disabled or vice versa

- Related Documentation**
- Notification Policies Overview on page 23
 - Enabling or Disabling a Notification Policy on page 28

Enabling or Disabling a Notification Policy

Notification policies specify the events for which Service Now sends notifications, and the actions that Service Now takes in response to these events. They define the events that trigger the notification, the filters that further specify the trigger events, and the actions that Service Now must take after the event is triggered.

To enable a notification policy:

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage Notifications** page is displayed.
2. Select the notification policies whose status you wish to change. To select more than one notification policy, use the **Multiple** tab.
3. Click **Enable/Disable** from the Actions panel. The **Change Reaction Policy Status** dialog box displays the name and status of the selected incident.
4. Click **Change Status** to confirm your action. The status of the notification policy changes from **Enabled** to **Disabled** or vice versa.

**Related
Documentation**

- Notification Policies Overview on page 23
- Creating and Editing a Notification Policy on page 24

Deleting a Notification Policy

A notification policy specifies the events for which Service Now sends notifications, and the actions that Service Now takes in response to these events. It defines the events that trigger the notification, the filters that further specified the trigger events, and the actions that Service Now takes after the event is triggered.

To delete a notification policy:

1. From the Service Now task ribbon, select **Service Central > Notifications**. The **Manage Notifications** page is displayed.
2. From the Notifications table, select the notification policy (or policies) that you wish to delete. To delete more than one notification policy, use the **Multiple** tab.
3. Click **Delete**. The **Confirm Deletion of Notification Policies** dialog box displays the name of the notification policy and its owner.
4. Click **Delete**. This action deletes the selected notification policies from the Service Now database and from the Notifications table.

**Related
Documentation**

- Notification Policies Overview on page 23
- Enabling or Disabling a Notification Policy on page 28

CHAPTER 6

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- Index on page 33

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